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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/679,068	10/05/2000	Takashi Shimada	1614-1084	9496

21171            7590            07/16/2002

STAAS & HALSEY LLP  
700 11TH STREET, NW  
SUITE 500  
WASHINGTON, DC 20001

EXAMINER

ROBERTSON, DAVID

ART UNIT	PAPER NUMBER
3623	II

DATE MAILED: 07/16/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.	09/679,068	Applicant(s)	SHIMADA ET AL.
Examiner	Dave Robertson	Art Unit	2163

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

1) Responsive to communication(s) filed on 10 May 2000.

2a) This action is FINAL.                    2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

4) Claim(s) 1-4 is/are pending in the application.

4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.

5) Claim(s) \_\_\_\_\_ is/are allowed.

6) Claim(s) 1-4 is/are rejected.

7) Claim(s) \_\_\_\_\_ is/are objected to.

8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11) The proposed drawing correction filed on \_\_\_\_\_ is: a) approved b) disapproved by the Examiner.  
If approved, corrected drawings are required in reply to this Office action.

12) The oath or declaration is objected to by the Examiner.

**Priority under 35 U.S.C. §§ 119 and 120**

13) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some \* c) None of:  
1. Certified copies of the priority documents have been received.  
2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).

a) The translation of the foreign language provisional application has been received.

15) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

**Attachment(s)**

1) Notice of References Cited (PTO-892)

2) Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) Information Disclosure Statement(s) (PTO-1449) Paper No(s) 1.

4) Interview Summary (PTO-413) Paper No(s). \_\_\_\_\_.  
5) Notice of Informal Patent Application (PTO-152)

6) Other: Restart Letter

## **DETAILED ACTION**

1. Claims 1-4 have been examined.
2. Applicant's request for withdrawal of the previous office action (mailed 2/27/2002) is granted due to the apparent loss of IDS materials filed with the original application and the subsequent non-consideration of the IDS materials (lacking English-language relevance for Japanese foreign documents). This action considers the IDS materials and replaces the previous action. The time period for reply is reset as of the date of this mailing.

### ***Priority***

3. The request filed on 10/05/2000 for a Continued Prosecution Application (CPA) under 35 U.S.C. 111(a) based on parent International Application No. PCT/JP99/02642 filed May 20, 1999 is acknowledged and a CPA has been established. However, certain formal requirements for proper establishment of priority to the parent application have not been fully met (see MPEP 1895.01 *Continuation of International Application under 35 U.S.C. 111*):

- a) Pursuant to 37 CFR 1.494 and 1.495, the application must recite in the first sentence of the specification words to the effect of: "This is a continuation of International Application PCT/JP99/02642, with an international filing date of May 20, 1999, published in English under PCT Article 21(2) and now abandoned."

4. Receipt is acknowledged of papers submitted under 35 U.S.C. 119(a)-(d), claiming foreign priority to JAPAN 10-185115 filed 6/30/1999, which papers have been placed of record in the file. A certified copy in a non-English language (Japanese) is received and on record.

***Claim Rejections - 35 USC § 112***

5. The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

6. Claims 2-4 are rejected under 35 U.S.C. 112, first paragraph, as containing subject matter which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor(s), at the time the application was filed, had possession of the claimed invention.

*Claim 2 recites sales campaign monitoring means for monitoring the effectiveness of a sales campaign based on the service information provided to the customers. Claim 3, dependent on claim 2, further recites, providing means providing service information to the customer depending on the success rate of the monitored sales campaign. Claim 4 is dependent on claim 3. The written description mentions effectiveness and success of sales campaigns at one paragraph only in the specification, on page 13 beginning at line 13, by merely stating that depending on the results sales campaign information most likely to generate successful sales can be routed to such customer using the most effective channel. The written description provides no means and nor description of such means regarding the essential features of the invention as recited in claims 2-4.*

***Claim Rejections - 35 USC § 102***

7. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

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(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

8. Claims 1-4 are rejected under 35 U.S.C. 102(e) as being anticipated by *Melchione* (U.S. Pat. 5,930,764).

*Melchione* teaches all of claims 1-4 encompassing, and disclosing in far greater detail, the scope of means limitations recited by the broad claims of the present invention. *Melchione* teaches a customer information request, production, and transmission method and system, delivering sales information tied to customer profiles and information requests, tracking sales performance of a sales campaign, over a multi-terminal communications network (see at least *Abstract* and Figure 1 and related discussion). Conversion of data between request formats and supply formats is inherent to the multi-source database accessing. *Melchione* encompasses in entirety the scope of the present invention as claimed, and does so in the art of disclosed embodiment of the present invention.

9. Claim 1 is rejected under 35 U.S.C. 102(a) as being anticipated by *Matsuo et al* (JP 10-145451).

*Matsuo* discloses a server (information request relay device) receiving request information from a terminal, converting the request information from the terminal form to the form of an external system (the “decided” servo), receiving information from the external system and converting and sending the information back to the terminal (see at least claim 1).

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to **Dave Robertson** whose telephone number is **(703) 306-5679**. The examiner can normally be reached Mon 12:30p-8:30p T-Th 8:30a-8:30p Fri 8:30a-12:30p.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, **Tariq Hafiz** can be reached on **(703) 305-9643**.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the **Receptionist** at telephone number **(703) 308-1113**.

Any response to this action should be mailed to:

*Commissioner of Patents and Trademarks*

*Washington D.C. 20231*

or faxed to:

**(703) 308-7687** [Official communications]

**(703) 308-7687** [After Final communications, labeled "Box AF"]

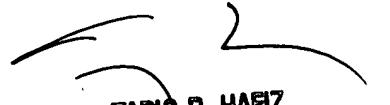
**(703) 746-5552** [Informal/draft communications, directly to Examiner,  
labeled "PROPOSED" or "DRAFT"]

Hand delivered responses should be brought to Crystal Park 5, 2451 Crystal Drive,  
Arlington, VA, 7th floor receptionist.

dcr



July 1, 2002



TARIQ R. HAFIZ  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 3600



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EXAMINER	
Dave Robertson	
ART UNIT	PAPER NUMBER
3623	8-11

DATE MAILED:

Please find below a communication from the EXAMINER in charge of this application.

Commissioner of Patents and Trademarks

Responsive to Communication Filed: 12-March-2002 .

The enclosed is a correct copy of a reference relating to the last Office action. The correction is indicated below.

THE PERIOD FOR RESPONSE OF 3 MONTHS SET IN SAID OFFICE ACTION IS RESTARTED TO BEGIN WITH THE DATE OF THIS LETTER.

Part 1 – Correct Reference Citation

IDS materials filed with the office as of the date of the original application resulted in delayed consideration of Applicant considered prior art.

Consideration was further delayed by the absence of an English-language translation of the foreign language document relevancy statement contained in a foreign PCT search report.

The period for response begins with the mailing of this letter and the non-final action herewith in which IDS materials have been considered.

by

Examiner

Part 2 – Correct Reference Furnished

by

Reference Order Center

enc.